

October 28, 2011

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for September 2011 was 1,230,464, this on par with the September 2010 ridership figures.
- **Fare Revenue** – Total fare revenue for September 2011 was \$1,455,796, resulting in an average fare of \$1.18 per boarding.
- **Operating Expenses** – Total operating expenses for September 2011 were \$5,097,396 resulting in an average cost per service hour of \$94.19. Total operating expenditures show an increase of almost three percent when compared to September 2010 figures.
- **Accidents** – There were four preventable accidents recorded in September 2011 for an average of 0.38 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 11.22 complaints per 100,000 boardings for September. This is an increase of 13.5 percent over September 2010 figures.
- **Schedule Adherence** – This month, 89.3 percent of all trips surveyed were on-time. This is an improvement of 9.8 percent when compared to September 2010.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;

4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in September were 1,230,464. This is on par with September 2010 figures. Local service continues to experience modest ridership increases despite the fact that some major lines have been plagued with traffic delays caused by detours and/or deviations of service. When bus travel times are lengthened over a period of weeks or months due to road work customers tend to utilize other forms of transportation such as their personal vehicles or vanpools that don't restrict them to a fixed route. However, while long range detours continue to impact our service, year-to-date boardings continue to show some modest increase, and are also on par with the previous fiscal year.

The total recorded fare revenue in September 2011 was \$1.4 million, representing a slight increase over September 2010. This resulted in an average fare per boarding of \$1.18. Total expenditures for the month were \$5 million, which is an improvement of almost three percent over September 2010 figures. September year-to-date fare revenue shows a three percent improvement over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In September 2011 there were a total of four preventable accidents, producing an average of 0.38 preventable accidents per 100,000 miles for the month. This is an increase of one more preventable accident when compared to September 2010; however, it is still well below the performance target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In September, 11 complaints per 100,000 boardings were recorded. This is above the performance target of 7.5. Of the 137 complaints received during the month, 74 were related to schedule adherence. There were also 45 complaints related to operator courtesy, 11 related to safety, and seven related to fares. With the recent upward trend in customer complaints, contractors have increased efforts in providing improved customer service. It should be noted that the agency also received 16 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In September 2011 the agency achieved an average of 89.3 percent on-time performance on all lines. This is just below the performance target of 90 percent and represents an improvement of nine percent from September 2010 figures.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during September 2011 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In September 2011, Foothill Transit averaged 18,202 miles between service interruptions. This is a decrease of 36 percent when compared to the same time in the previous year. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. Current year-to-date average miles between service interruptions reflect a 64 percent improvement over the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

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Boardings per Vehicle Service Hour

The agency averaged 22.7 boardings per vehicle service hour in September 2011. This is above the fiscal year performance target of 20.0 and is a three percent improvement over September 2010 figures. The 54,121 service hours operated during the month are two percent below September 2010 numbers.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In September 2011, the agency averaged 50,327 boardings per weekday, which is above the fiscal year target of 44,000 boardings per weekday. Year-to-day average weekday boardings are equal to the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in September 2011 was \$94.19, which is below the fiscal year target of \$96.27 and reflects an increase of five percent when compared to September 2010 figures. The year-to-date cost per hour is also slightly below the fiscal year target at \$90.00.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The September 2011 farebox recovery ratio was 28.56 percent. This is above the performance target of 25.96 percent and is an improvement of almost two percent over September 2010. For the fiscal year, farebox recovery ratio is at 28.24 percent and represents a slight improvement of also 1.5 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,

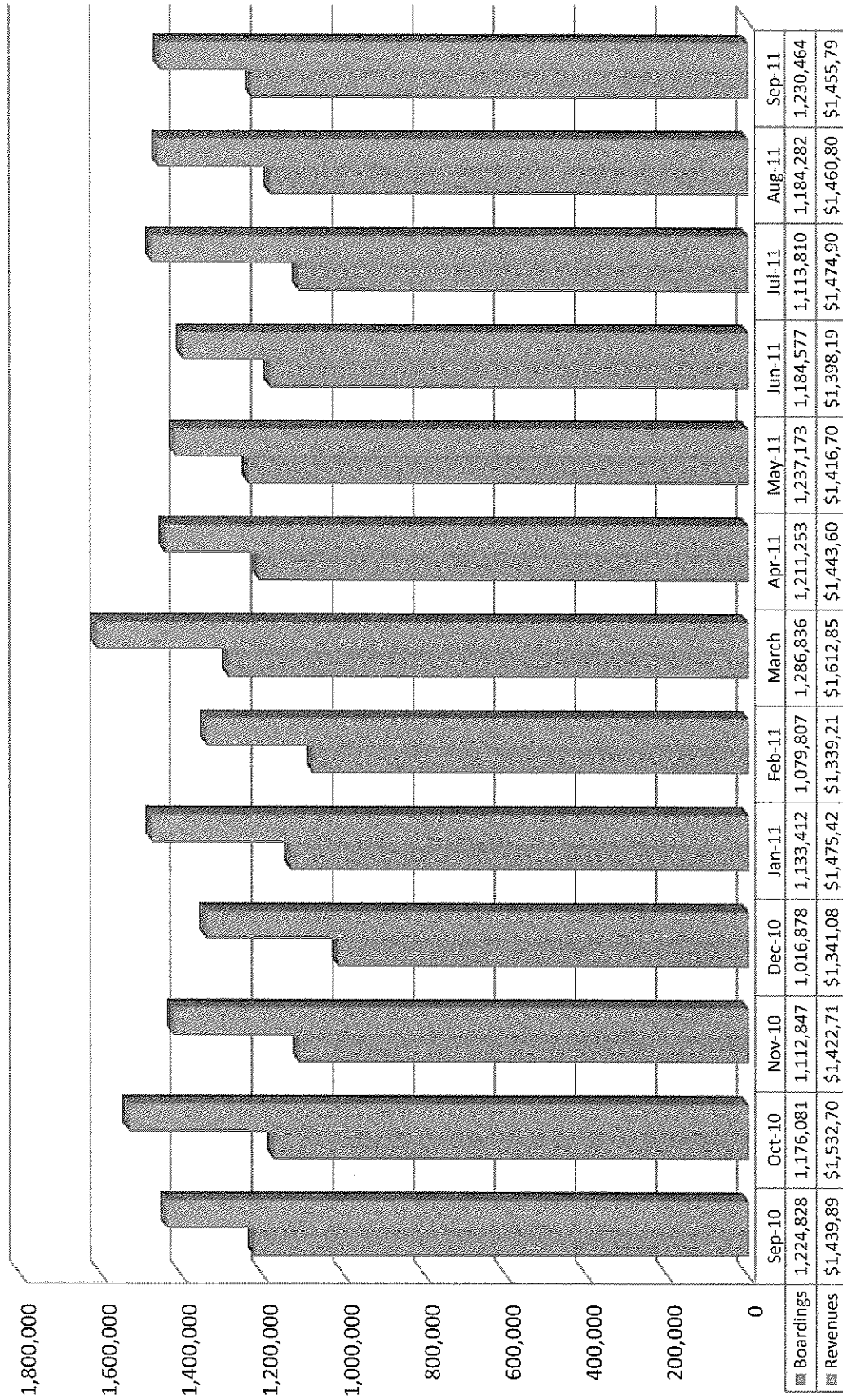

Dieter A. Aragón
Planning Manager


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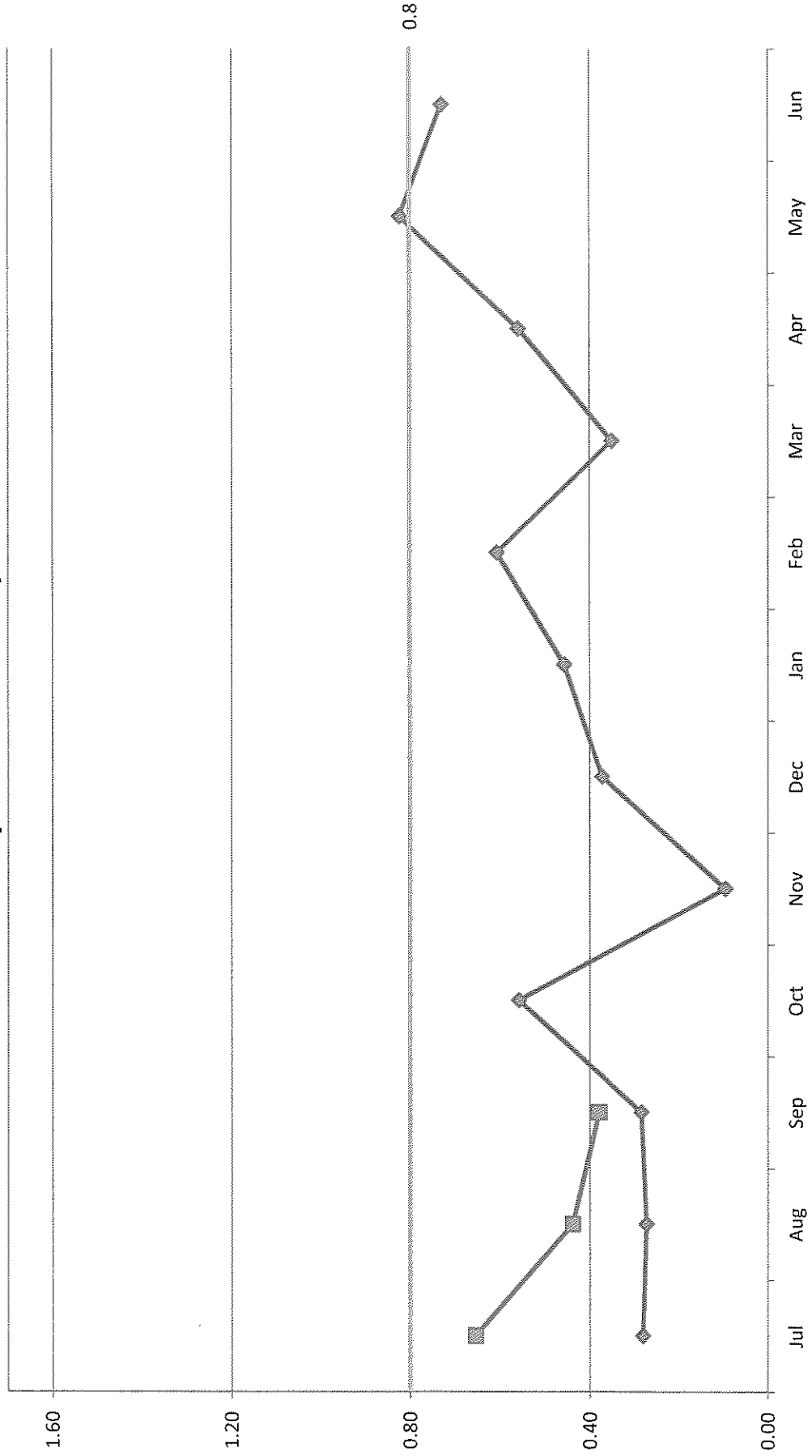
Attachment A: Key Indicators Report
September-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,230,464	N/A	1,224,828	0.46%	N/A	3,528,557	N/A	3,546,192	-0.50%
	Vehicle Service Hours		54,121	N/A	55,309	-2.15%	N/A	168,013	N/A	170,445	-1.43%
	Total Fare Revenue	B	\$1,455,796	N/A	\$1,439,891	1.10%	N/A	\$4,391,505	N/A	\$4,274,236	2.74%
	Total Operating Expense		\$5,097,396	N/A	\$4,954,026	-2.89%	N/A	\$15,552,431	N/A	\$15,354,093	-1.29%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.38	X	0.28	24.99%	0.80	0.49	X	0.28	43.41%
	Complaints per 100,000 Boardings	D	11.13		9.88	-12.70%	7.5	10.06		9.31	-8.11%
Provide Outstanding Customer Service	Schedule Adherence	E	89.3%		81.7%	9.28%	90%	87.3%		83.9%	4.07%
	Average Hold Time	F	0:42	X	0:33	27.27%	0:50	0:36	X	0:29	21.35%
	Average Miles Between Service Interruptions	G	18,202	X	28,531	-36.20%	15,000	38,120	X	23,191	64.37%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	22.7	X	22.1	2.71%	20.0	21.0	X	20.8	0.96%
	Average Weekday Boardings	I	50,327	X	49,914	0.83%	44,000	46,661	X	46,518	0.31%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$94.19	X	\$89.57	-5.15%	\$96.27	\$92.57	X	\$61.03	-51.69%
	Farebox Recovery Ratio	K	28.56%	X	29.07%	-1.74%	25.96%	28.24%	X	27.84%	1.43%

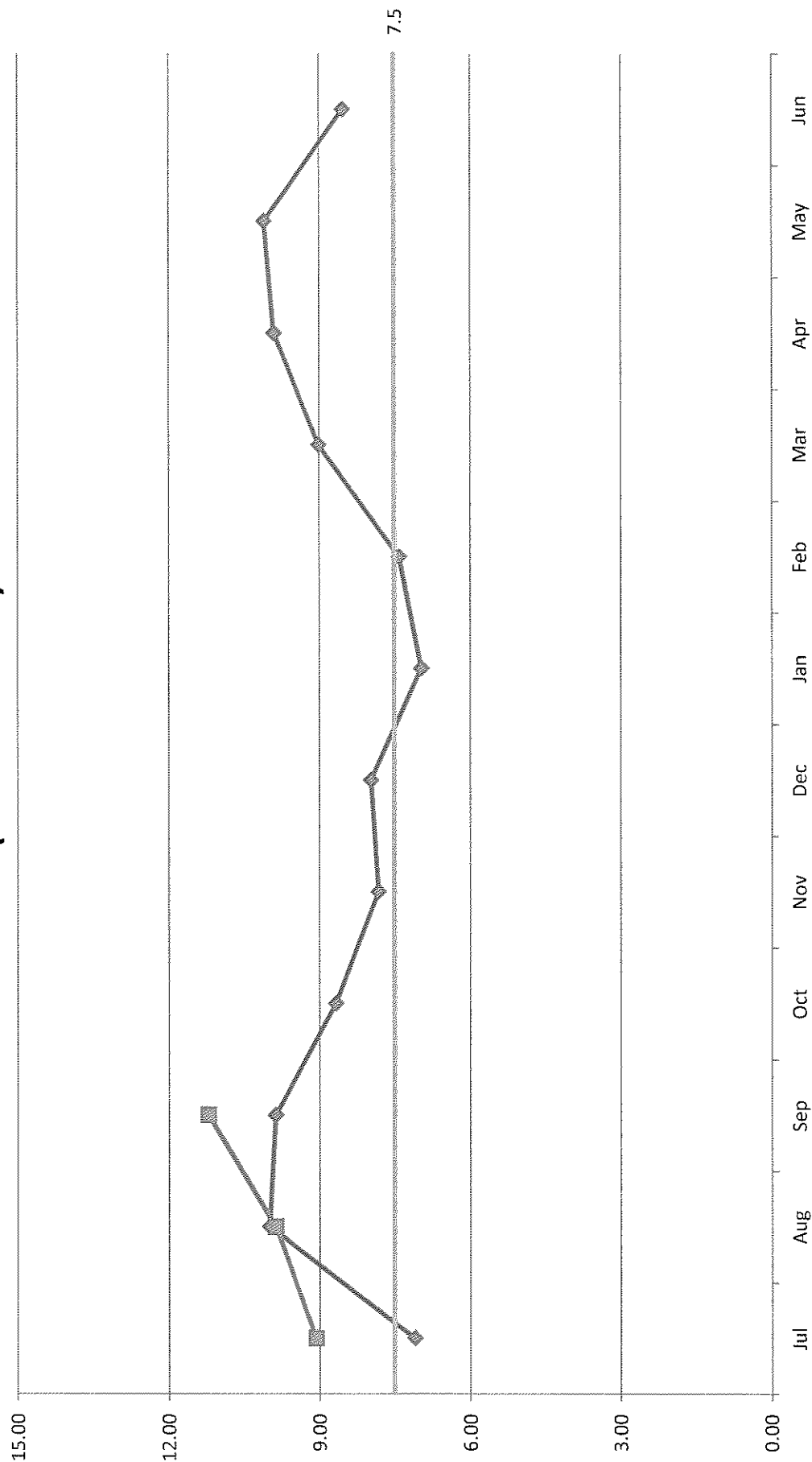
Attachment B: Total Boardings vs. Total Revenues



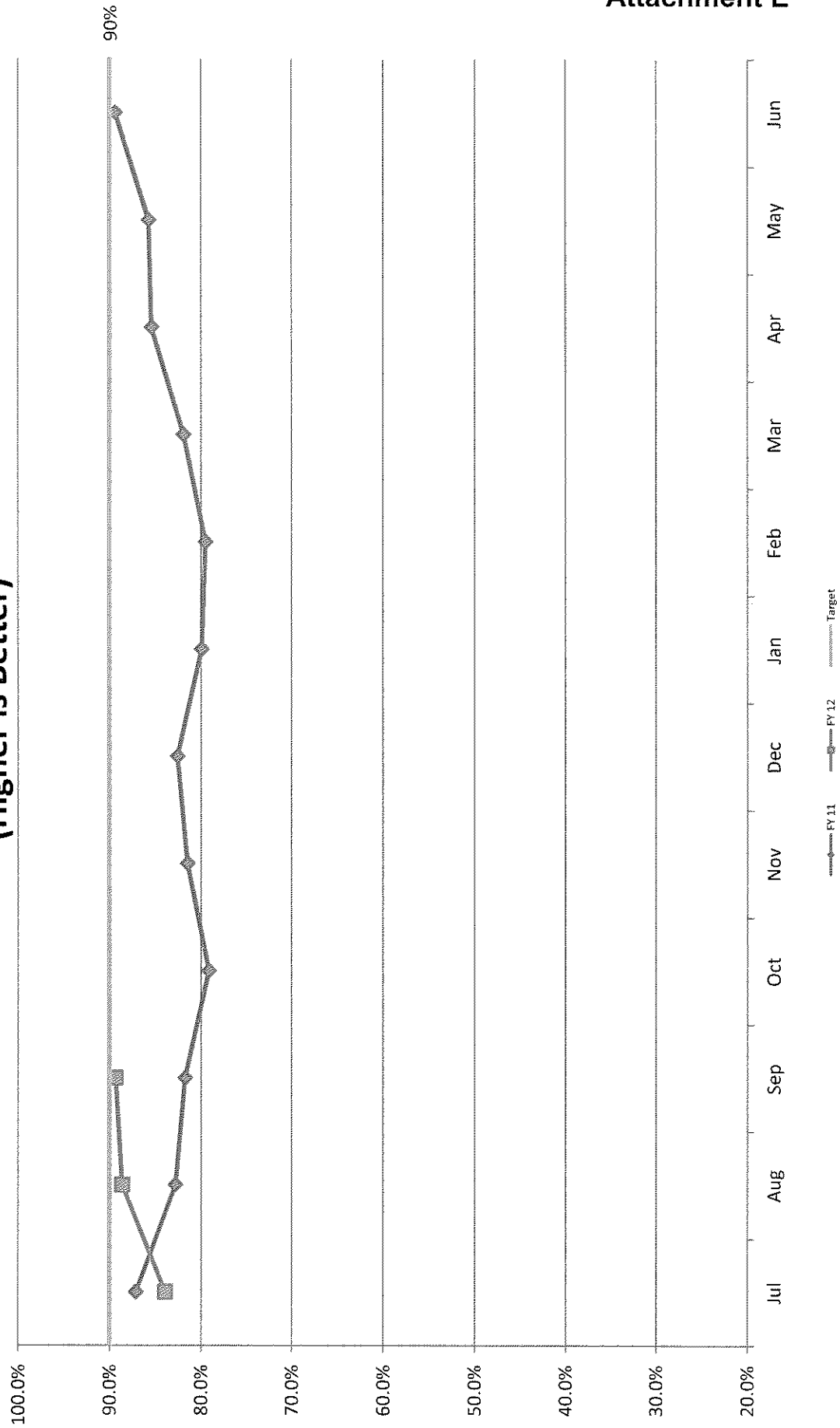
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



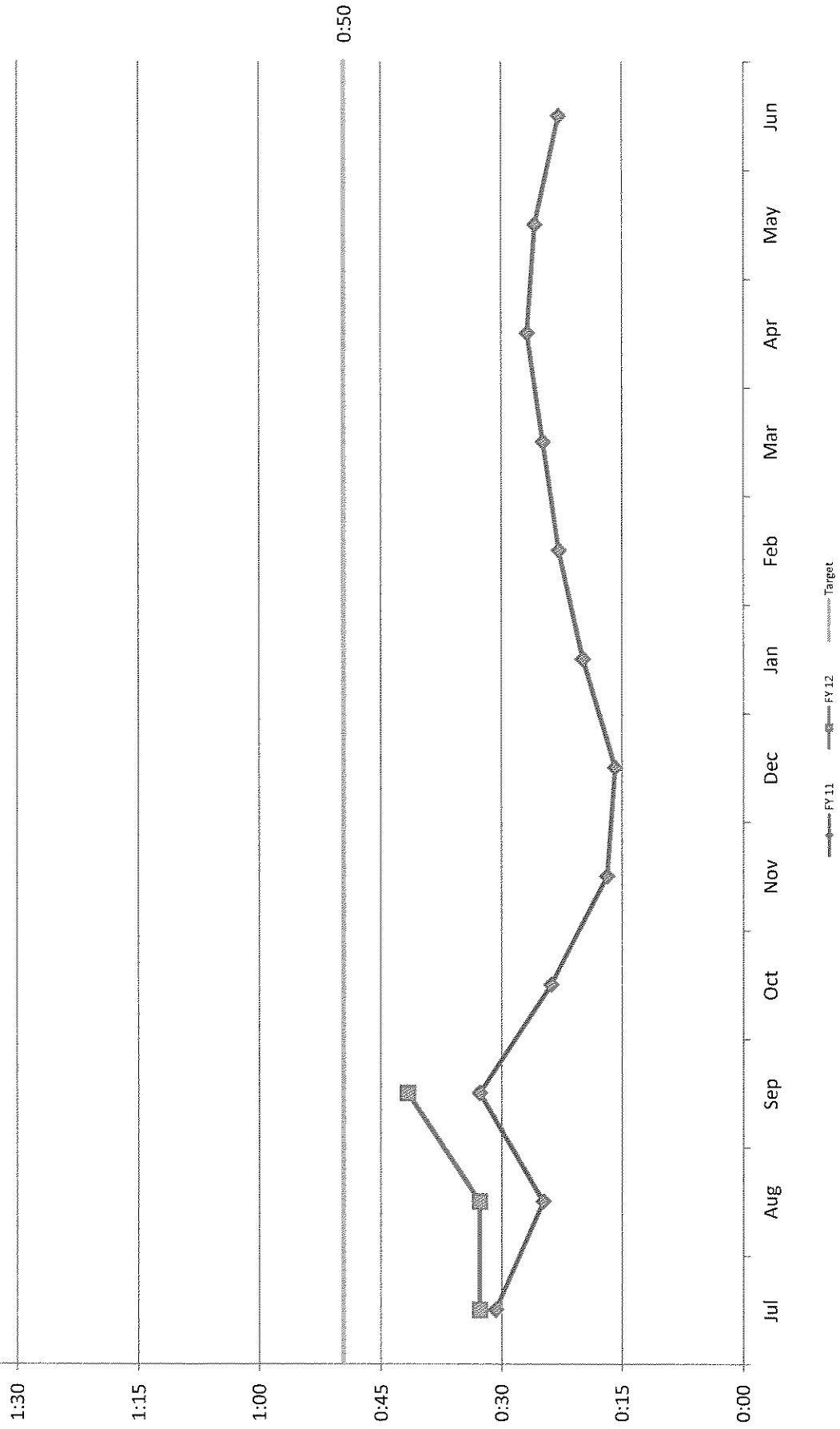
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



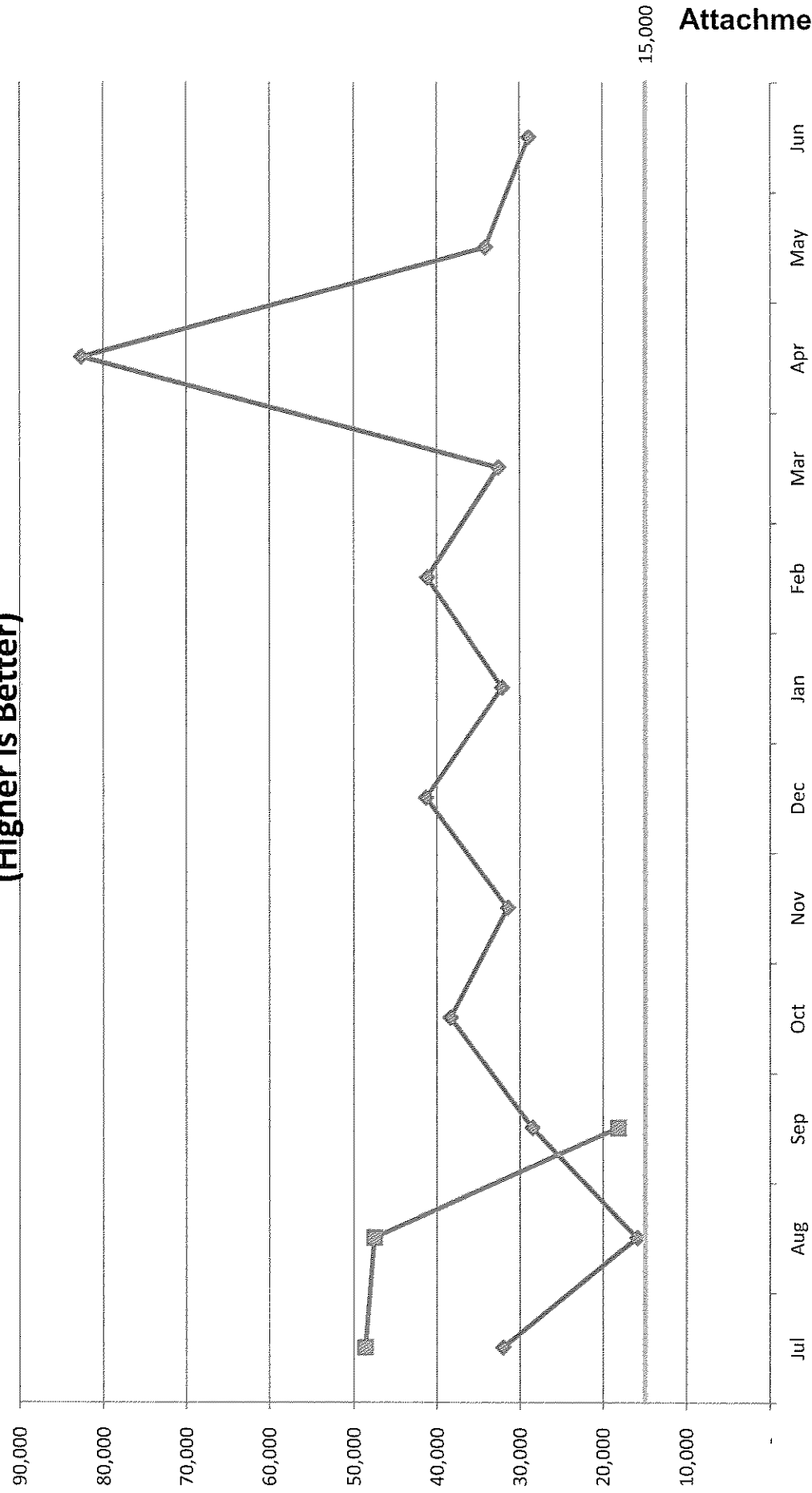
Attachment E: Schedule Adherence (Higher is Better)



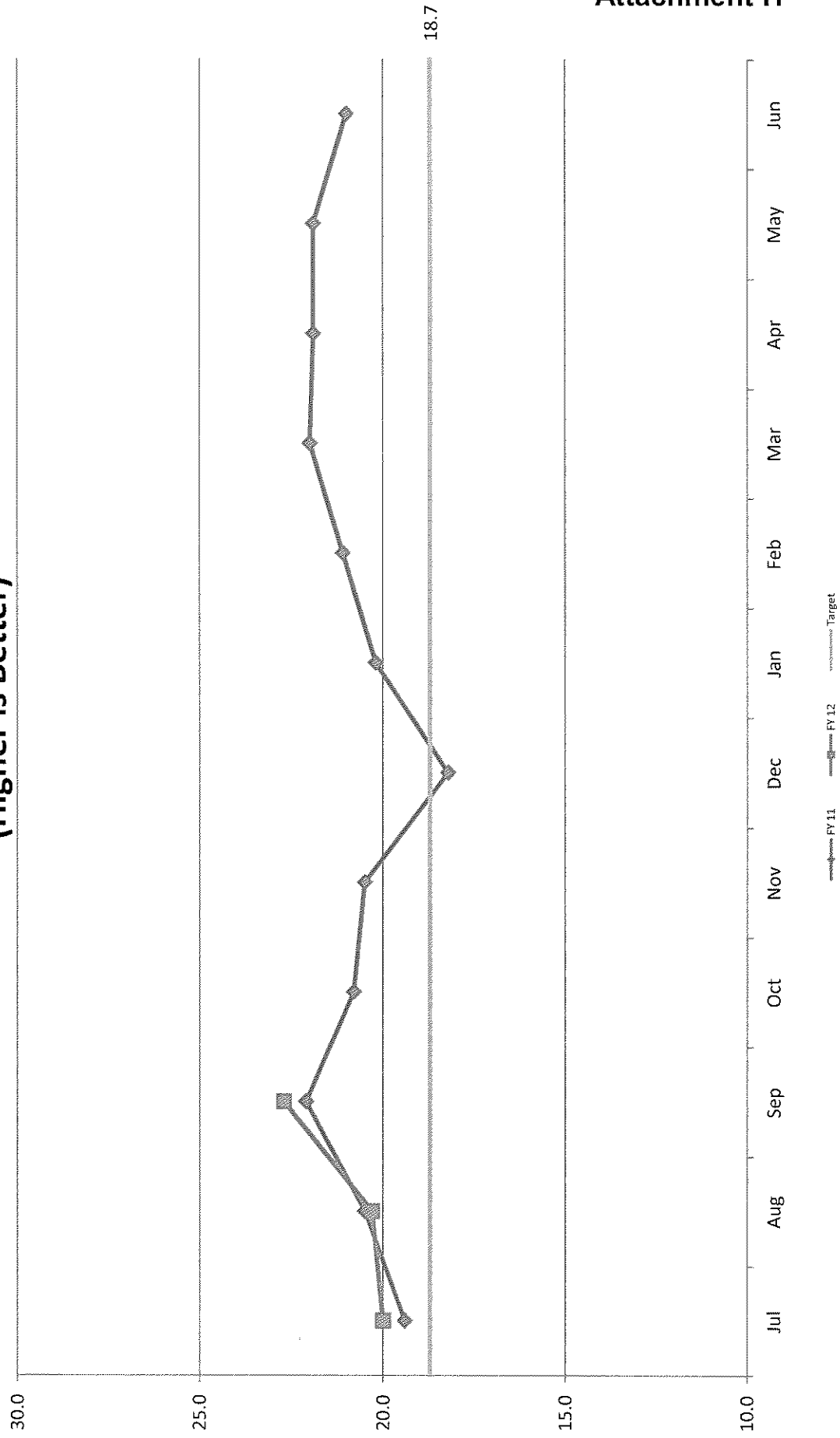
Attachment F: Average Hold Time (Lower is Better)



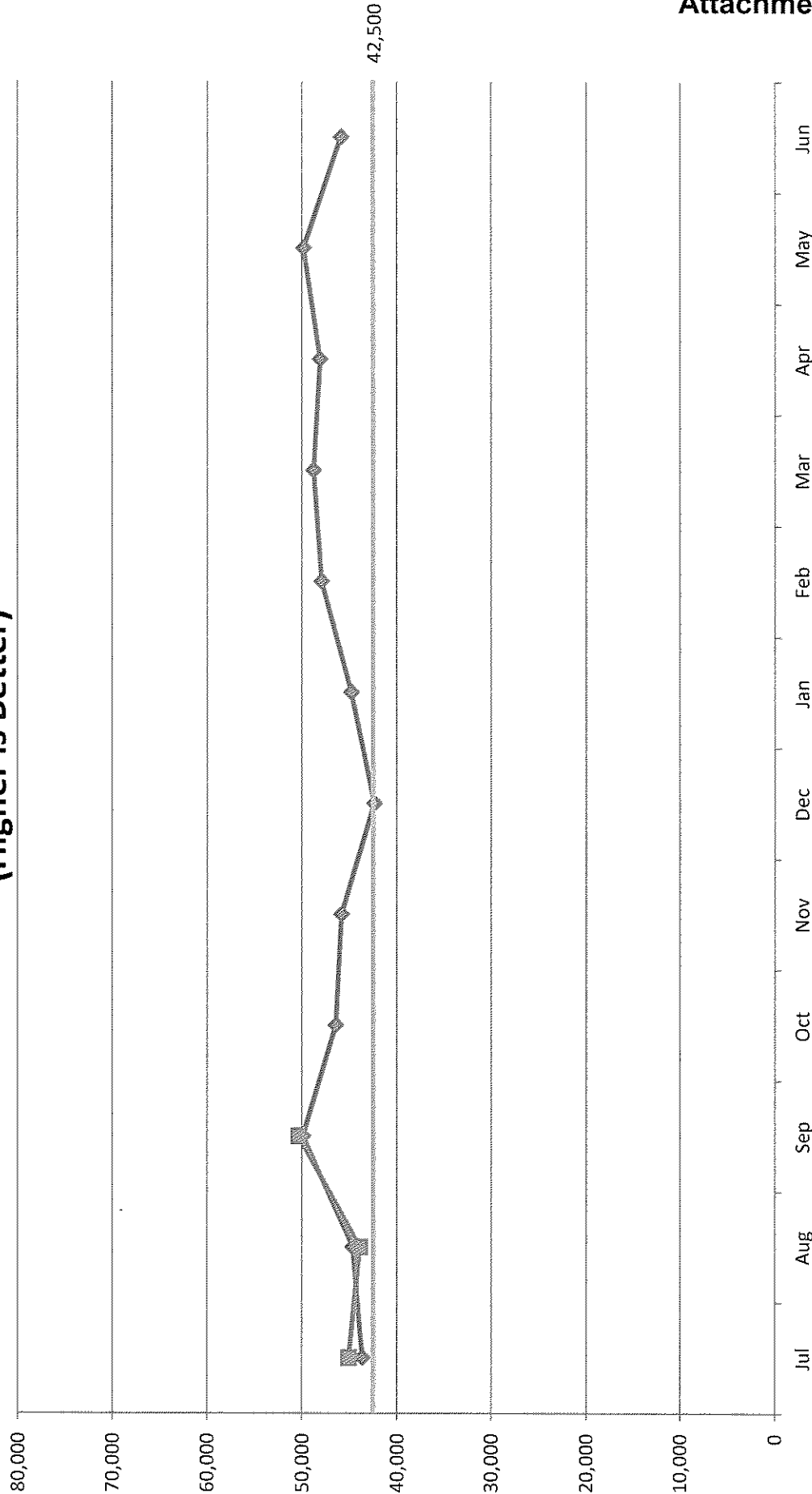
Attachment G: Average Miles Between Service Interruptions **(Higher is Better)**



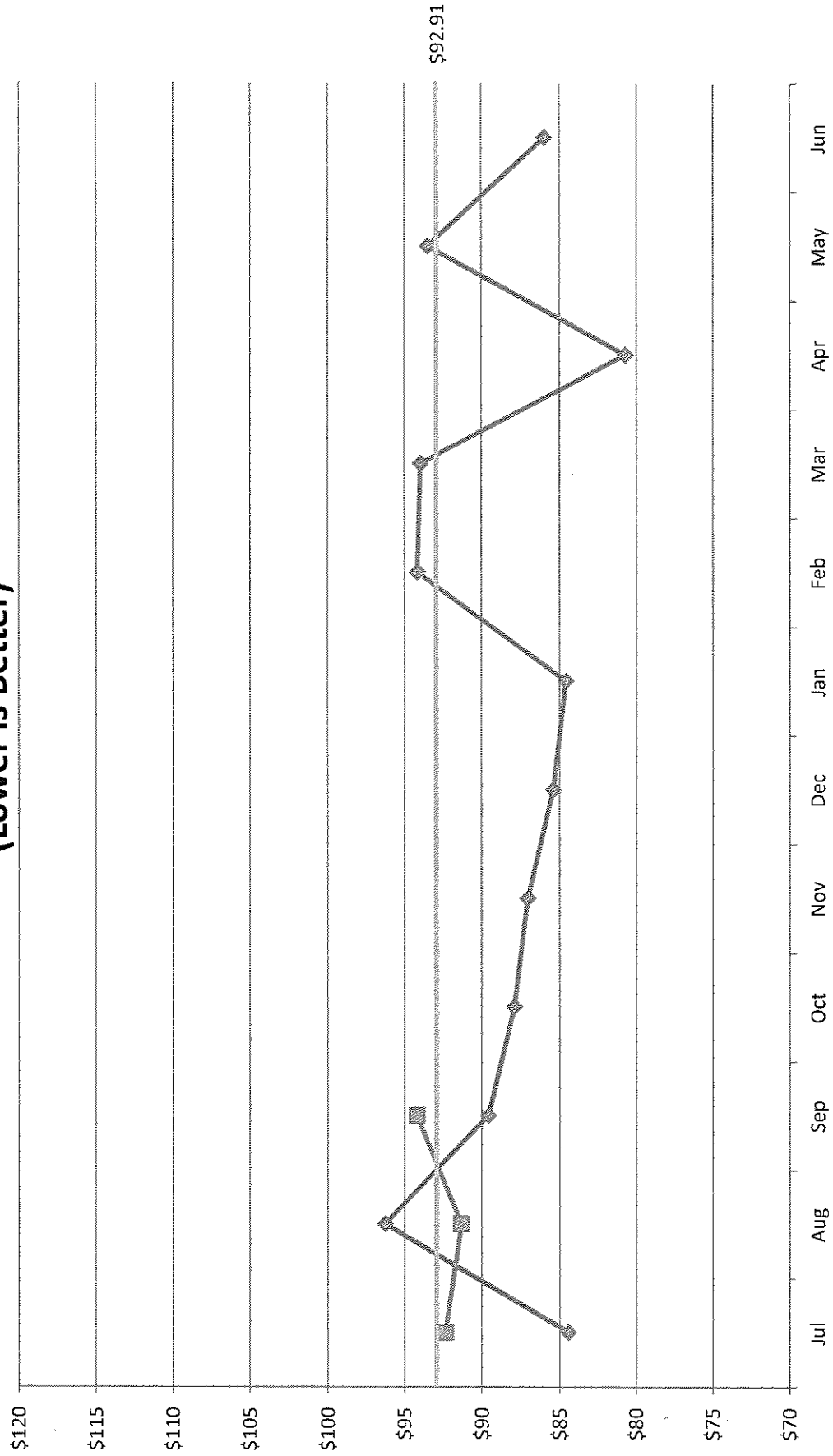
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



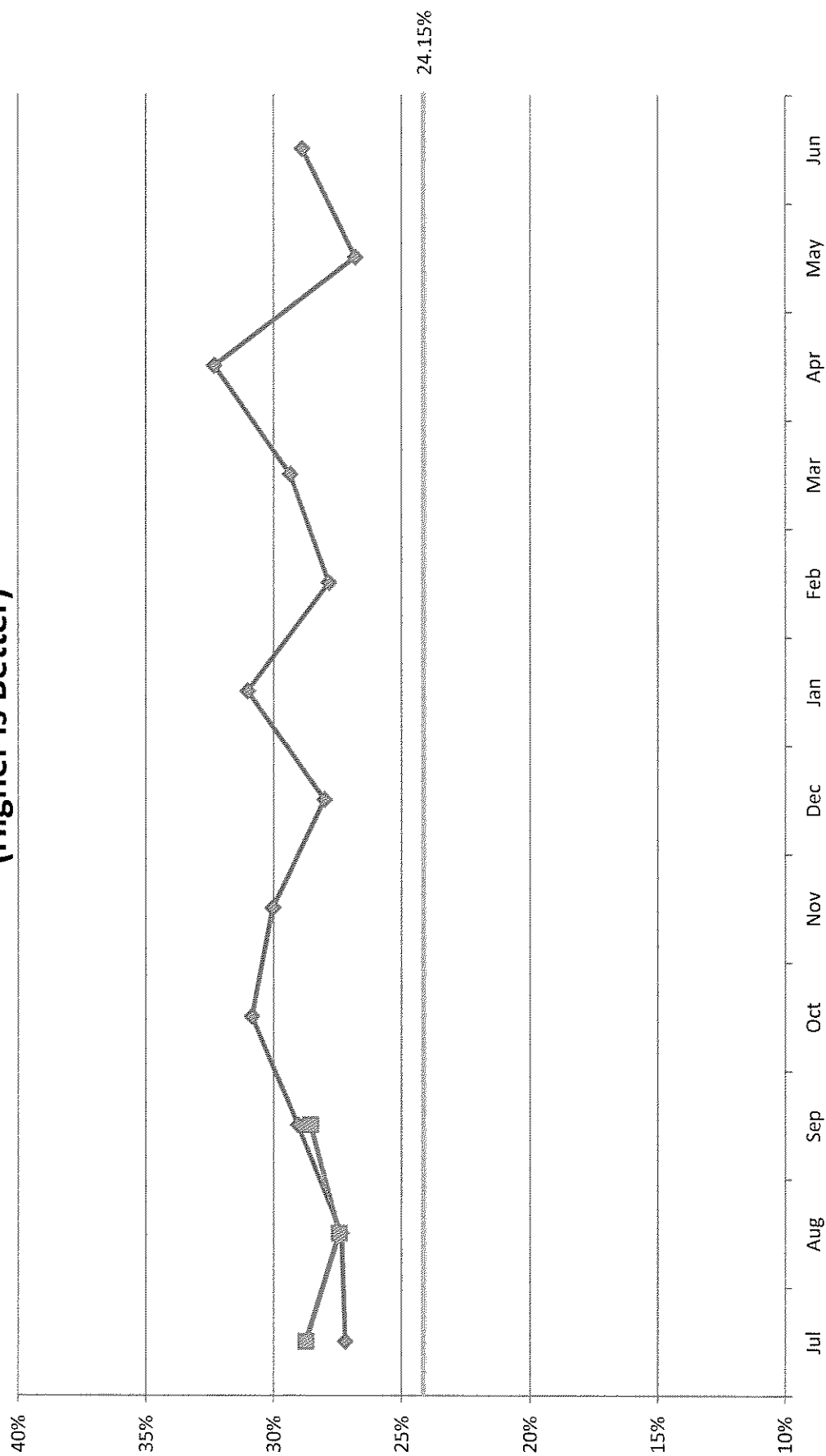
Attachment I: Average Weekday Boardings
(Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
September-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.18	\$1.18	0.64%	\$1.25	\$1.25	X	\$1.18	6.64%
Average Cost per Boarding	\$4.14	\$4.04	-2.42%	\$4.81	\$4.41	X	\$2.93	-50.27%
Average Subsidy per Boarding	\$2.96	\$2.87	-3.15%	\$3.56	\$3.15	X	\$1.76	-79.45%
Total Vehicle Miles	1,055,729	1,055,650	0.01%	N/A	3,266,267	N/A	3,246,742	0.60%
Vehicle Service Miles	802,163	819,110	-2.07%	N/A	2,488,557	N/A	2,522,787	-1.36%
Total Vehicle Hours	63,741	64,997	-1.93%	N/A	197,497	N/A	200,256	-1.38%
In-Service Speed	14.8	14.8	0.08%	N/A	14.8	N/A	14.8	0.07%
Boardings per Vehicle Service Mile	1.53	1.50	2.58%	N/A	1.42	N/A	1.41	0.87%